

Partners Healthcare System Shares a Description of their Clinical Transitions Steering Committee's Care Transition Work

Effective patient-care transitions and care coordination are both challenging and critical to providing quality patient care. [Partners Healthcare](#) nominated their High Performance Medicine Clinical Transitions Steering Committee for the 2010 Betsy Lehman Patient Safety Award for its work to improve systems locally and at the national level in these areas. The following are some highlights:

- Through chart review audit and reporting critical elements like warfarin medication, allergies and studies pending, timely and essential information is accurately documented in the discharge process by all of the hospitals in the network. When a patient is discharged, the next provider has the right information to make an informed decision on the patient for seamless and continuous care.
- A web-based tutorial has been created for residents to learn the fundamentals behind a discharge summary, what to avoid (i.e., abbreviations) and the unique aspects of specialty services. To make sure that residents retain what they learned, they are required to take a short quiz; the results are summarized for their resident director and service director. At the end of the tutorial, residents print out a discharge summary reference to remind them about key elements and clinical issues to include when actually discharging a patient.
- At the national level, the Committee participated in a yearlong collaborative project with the Joint Commission Center for Transforming Healthcare to improve hand-off communication. At the state level, Committee members have worked with the Massachusetts Health Data Consortium, which developed a statewide strategic plan for improving transitions.

If you are interested in learning more about Partners Healthcare's care transition work and improvements please contact:

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Additional Care Transitions website information:

<http://qualityandsafety.partners.org/measures/saferTransitions.aspx?id=97>

<http://qualityandsafety.partners.org/measures/metric.aspx?id=87>.